 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-J-94-P01-S07
	Effective Date:	03-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 4
	Department/Section:	Outpatient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN THE OUTPATIENT PHARMACY</b>

### **PURPOSE:**

1. To provide a systematic approach in verifying the physician's order in DPOTMH.
2. To establish uniform guidelines for the pharmacist to use when seeking verification of unclear physician's order and/or practice of standards issues.

### **SCOPE:**

Applies to all Pharmacy Division staff of Dr. Pablo O. Torre Memorial Hospital.

### **PERSON RESPONSIBLE:**


Licensed Pharmacists and Pharmacy Technicians.

### **GENERAL GUIDELINES:**

1. The Outpatient Pharmacy will hold questionable prescription orders until the pharmacist has conferred with the physician to verify an order, to ensure optimal patient care through safe appropriate use of drugs.


### **PROCEDURE:**

1. **Physician's Orders in Clinics/ ER/ OPD Complex/ Admitted Patients**
  - 1.1 Prior to preparing and dispensing medications, a qualified pharmacist shall screen and verify all drug orders in terms of:
    - a) Completeness, legibility and adherence to standards
    - b) Adherence to physician's scope of practice (specialties)
    - c) Adherence to the use of hospital approved abbreviations
    - d) Therapeutic relevance
    - e) Drug-drug interactions
    - f) Drug-food interactions
    - g) Allergic reactions

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-J-94-P01-S07
	Effective Date:	03-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	2 of 4
	Department/Section:	Outpatient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN THE OUTPATIENT PHARMACY</b>

- h) Incompatibilities
- i) Evaluation of adverse drug reactions
- j) Appropriate time and route of administration

- 1.2 If a specific brand is not available, the pharmacist may dispense generic equivalents of the drug ensuring the same strength or concentration and dosage form.
- 1.3 When clarification of medication orders is necessary due to unavailability of medication or incompleteness/inappropriateness of order, the pharmacist contacts the physician either in writing (in non-urgent cases) or via telephone or in person to explain the problem.
- 1.4 The Pharmacist shall discuss with the physician the discrepancy and verify any changes that may be needed in the prescription to avoid any adverse drug reactions or drug-drug interactions, drug food interactions, allergic reactions, and incompatibilities.
- 1.5 If the physician verbally authorizes changes in an order and is unable to chart the clarification in time to avoid undue delay in dispensing, the pharmacist records the drug order clarification as outlined in the telephone order procedure. The Pharmacist clearly identifies the order as an order clarification; specific reference to the order clarifies. The order clarification is treated as any other telephone order.
- 1.6 If the query still exists, the physician who wrote the order shall be contacted by the Pharmacist or his/her designee and the query discussed with him/her:
  - 1.6.1 If the order was written by the Resident-on-duty and the issue is unresolved, the consultant shall be contacted for verification.
  - 1.6.2 If the order was written by the consultant, the Pharmacist or his/her designee shall discuss the situation with the consultant and let him verify the order.

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	Effective Date:	03-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	3 of 4
	Department/Section:	Outpatient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN THE OUTPATIENT PHARMACY</b>

## 2. Outpatient Prescription:


- 2.1 The Pharmacist receiving and preparing prescriptions from outside hospital departments shall follow the same procedure for screening and verifying physician orders as mentioned in the Physicians Orders in Clinics/ER/OPD Complex/ Admitted Patients' statements.
- 2.2 The Pharmacist shall clarify any query with the physician by telephone or in person to explain the problem.

## REFERENCES:





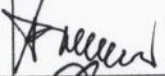
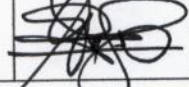
Accreditation Canada Qmentum International Standards "Medication Management" 2015.

CBAHI Standards, Medication Management 2016



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	Effective Date:	03-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	4 of 4
	Department/Section:	Out-Patient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN OPD PHARMACY</b>

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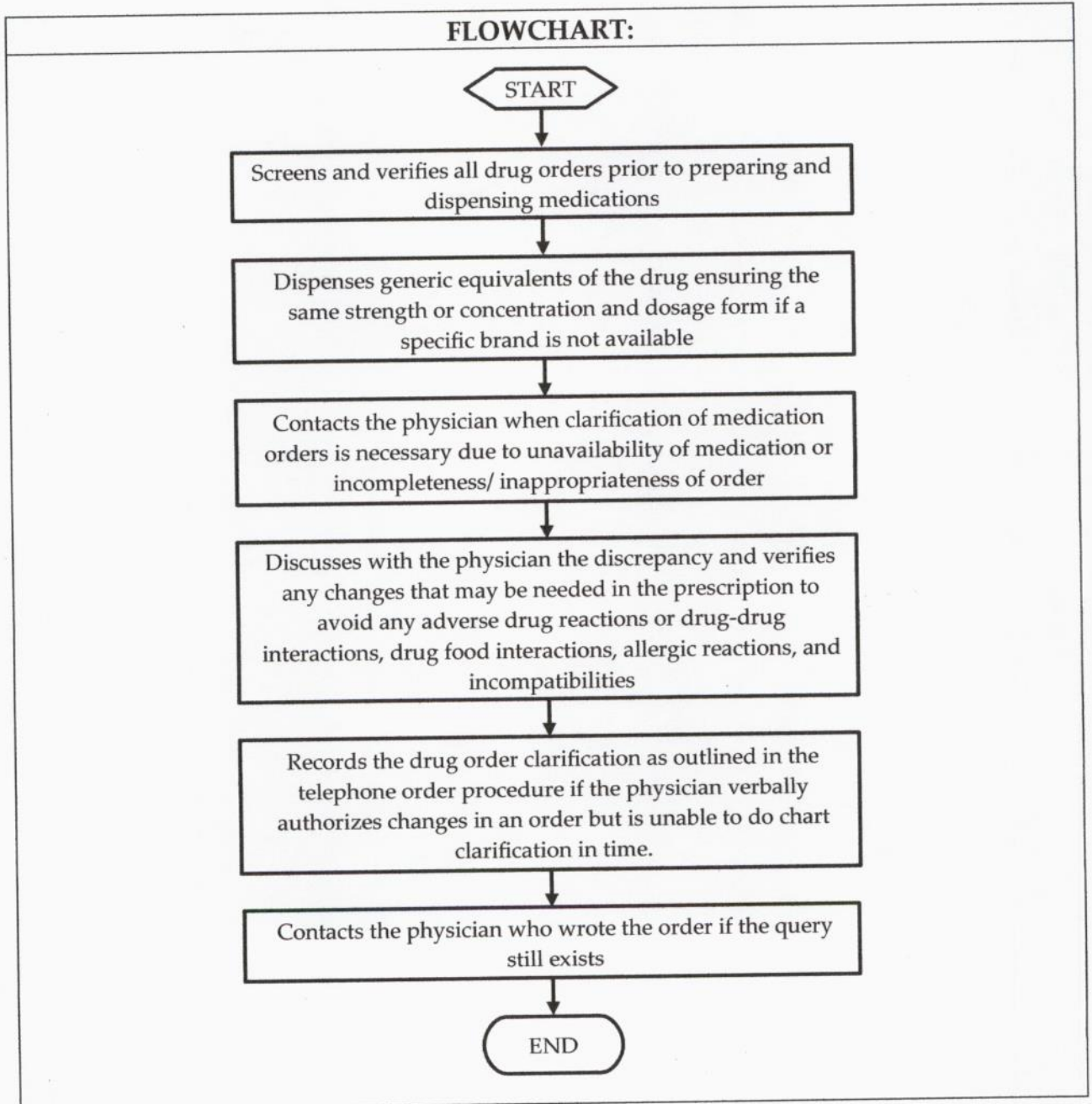



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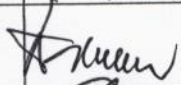

Document Code:	DPOTMH-J-94-P01-FC07
Effective Date:	03-31-2022
Document Type:	Flowchart
Page Number:	1 of 2
Department/Section:	Out-Patient Pharmacy
Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN OPD PHARMACY</b>

### FLOWCHART:




 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-J-94-P01-FC07
	Effective Date:	03-31-2022
	Document Type:	Flowchart
	Page Number:	2 of 2
	Department/Section:	Out-Patient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN OPD PHARMACY</b>


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	Effective Date:	03-31-2022
	Document Type:	Work Instruction
	Page Number:	1 of 2
	Department/Section:	Out-Patient Pharmacy
	Document Title:	<b>VERIFICATION AND RECEIVING OF PRESCRIPTION ORDERS IN OPD PHARMACY</b>

KEY TASKS	PERSON RESPONSIBLE
1. Screens and verifies all drug orders prior to preparing and dispensing medications	Pharmacists
2. Dispenses generic equivalents of the drug ensuring the same strength or concentration and dosage form if a specific brand is not available	Pharmacists
3. Contacts the physician either in writing (in non-urgent cases), via telephone or in person to explain the problem or for clarifications of medication orders due to unavailability of medication or incompleteness/ inappropriateness of order	Pharmacists
4. Discusses with the physician the discrepancy and verify any changes that may be needed in the prescription to avoid any adverse drug reactions or drug-drug interactions, drug food interactions, allergic reactions, and incompatibilities	Pharmacists
5. Records the drug order clarification as outlined in the telephone order procedure ff the physician verbally authorizes changes in an order but is unable to chart the clarification in time to avoid undue delay in dispensing	Pharmacists
6. Contacts the physician who wrote the order if the query still exists	Pharmacists

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	Effective Date:	03-31-2022
	Document Type:	Work Instruction
	Page Number:	2 of 2
	Department/Section:	Out-Patient Pharmacy
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